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Dated: 04/22/05

Signature: David R. Burns

(David R. Burns)



Docket No.: APB-017RCE  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Lundy M. Lewis

Application No.: 09/577225

Confirmation No.: 4215

Filed: May 23, 2000

Art Unit: 3629

For: METHOD AND APPARATUS FOR SERVICE  
LEVEL MANAGEMENT (SLM)

Examiner: T. D. Nguyen

MS RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AND RESPONSE**

Dear Sir:

In response to the Advisory Action mailed February 14, 2005 (Paper No. 20050208), the response date of which has been extended to April 22, 2005, by the Request for Extension of Time filed concurrently herewith, please amend the above-titled application as set forth below, to place the application in condition for allowance.